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TO: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORTS – ROSEMARY CHILDREN’S SERVICES, BONNIE HOUSE, GREEN HOUSE AND ROSEMARY’S COTTAGE**

We have completed a review of the three agencies operated by Rosemary Children’s Services, Bonnie House, Green House, and Rosemary’s Cottage. Each home contracts with the Department of Children and Family Services (DCFS) and Probation Department.

Both the Bonnie and Green House are six-bed facilities, located in the Fifth Supervisorial District, that provide care for girls ages 13-18 who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, the Bonnie and Green Houses were each providing services for six Los Angeles County Probation children.

Rosemary’s Cottage is a nineteen-bed facility located in the Fifth Supervisorial District that provides care for girls ages 13-18 who have behavioral, social, and emotional difficulties. At the time of the monitoring visit, Rosemary’s Cottage was providing services for four DCFS and fifteen Probation children.

Scope of Review

The purpose of the review is to verify that the three agencies were providing services outlined in their Program Statements. Additionally, the review covers basic child safety and licensing issues. The review included an evaluation of each home’s Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with three children placed in Rosemary’s Cottage and two children placed in each the Bonnie House and Green House at the time of the reviews. The interviews with the residents were designed to obtain their perspectives on the program

“To Enrich Lives Through Effective and Caring Service”

services provided by the facility and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, all three agencies were providing the services outlined in their Program Statements. However, we did note various areas where improvements are needed.

Bonnie House

Bonnie House needs to make various facilities repairs; improve its Needs and Services Plans; and offer each resident a life book.

Green House

Green House needs to repair the carpet in a resident bedroom; properly store foods; and improve its Needs and Services Plans.

Rosemary's Cottage

Rosemary's Cottage needs to make several repairs to the facility; properly store foods; improve its Needs and Services Plans; and reinforce to staff the requirement of having current court authorizations for psychotropic medications and monitor for compliance.

Attached are detailed reports of the findings for each home.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide DCFS with a written corrective action plan within fifteen business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

Attachment

c: David E. Janssen, Chief Administrative Officer
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee
David Sanders, Ph.D., Director, DCFS
Richard Shumsky, Chief Probation Officer

ROSEMARY CHILDREN'S SERVICES
Bonnie House
63 North Bonnie Street
Pasadena, CA 91106
626-795-7218
License No.: 191201129
Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Bonnie House is located in a residential neighborhood. The exterior of the home was moderately maintained and had paint peeling off the front porch.

The interior of the home was moderately maintained with bedrooms personalized by the residents. However, there were areas in need of improvement.

In the living room, there was a large crack in the wall, a bleach stain on the carpet, and light bulbs missing from the lamp. In the dining room, the light bulbs were burnt out in the light fixture and the carpeting was dirty. In bathroom number three, the light bulbs were missing from the light fixture.

In bedroom numbers one and three, light bulbs were missing from the fixtures and, in bedroom number four, there was a burn mark on the carpeting. The carpeting in all of the bedrooms needed cleaning.

There was age-appropriate play equipment, including board games, video games, a TV, VCR, computer, a variety of books, and resource material.

There was a sufficient supply of foods properly stored.

Recommendations

- 1. Bonnie House management:**
 - a. Paint the front porch of the house.**
 - b. Repair the crack in the living room wall.**
 - c. Clean the carpeting in the living room, dining room, and the residents' bedrooms.**

- d. Replace light bulbs throughout the facility as needed.

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents met Bonnie House's population criteria as outlined in their program statement and each received an initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, neither resident participated in the development and updating of their NSP.

The Quarterly Reports were current, comprehensive, timely, and focused on the goals in the NSPs.

The residents were receiving individual and group therapy.

Recommendations

2. **Bonnie House management include residents in the development and modification of their Needs and Services Plans.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents were enrolled in school and their files contained report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of tutoring away from school on a weekly basis and that staff was supportive of their academic progress.

Development of daily living skills was a part of Bonnie House's program. The residents were involved in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged.

Emancipation services were being provided to the age-appropriate resident.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Bonnie House followed a monthly activity schedule developed by the staff and residents. The residents reported that they were allowed to participate in self-selected activities with the permission of their probation officers.

The children have the opportunity to watch television and read during their free time.

Transportation was provided to and from activities.

Recommendations

There no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

Sample size for resident interviews: There are six residents placed in the agency at the time of the review. A review of case files was conducted for the two residents prescribed psychotropic medications.

Comments:

There were court authorizations for the residents receiving psychotropic medication. Documentation confirmed that the children were routinely seen by a psychiatrist for an evaluation of their medication.

Medication logs were properly maintained.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents were presented with the policies, rules, and regulations when arriving in placement. The residents stated that staff treated them with respect and dignity and that the rules were fair. The residents expressed satisfaction with the facility and felt safe in the home. The residents stated that there was a sufficient number of staff in the home when residents were present and rated the physical facility as "good."

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too difficult.

Phone calls and visits were permitted with sufficient privacy and the residents were able to have telephone contact with their probation officers and family. The residents stated that they had religious freedom, their health care needs were being met, and that staff was culturally sensitive to each resident's background and ethnicity.

The residents were informed about their medication and their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Bonnie House provides appropriate clothing, items of necessity, and allowances to the residents. Bonnie House supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with a fair minimum weekly allowance which they were able to increase based on the agency's behavioral system.

Bonnie House provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Neither resident had a life book.

Recommendations

- 3. Bonnie House management offer each resident with a life book.**

ROSEMARY CHILDREN'S SERVICES
Green House
3123 East Green Street
Pasadena, CA 91106
626-795-7218
License No.: 198203635
Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Green House is located in a residential neighborhood. The exterior and grounds are well maintained.

Overall, the facility was adequately maintained with bedrooms personalized by the residents. However, in bedroom number four there was a burn mark on the carpet.

There was age-appropriate play equipment, including board games, video games, a TV, VCR, a variety of books, and resource material.

There was an ample, varied supply of foods, including fresh fruit and vegetables. However, the foods were not in their original packaging or dated.

Recommendations

1. **Green House management:**
 - a. **Repair/replace the carpet in bedroom number four.**
 - b. **Properly store foods.**

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents met Green House's population criteria as outlined in their program statement and each received an initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, the residents and their placement workers were not participants in the development and updating of the NSPs.

The Quarterly Reports were current, comprehensive, timely, and focused on the goals in the NSPs.

The residents were receiving individual and group therapy sessions.

Recommendations

2. **Green House management include each resident and their placement worker in the development and modification of the Needs and Services Plan.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents were enrolled in school and their files contained report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of tutoring away from school on a weekly basis and that staff was supportive of their academic progress.

Development of daily living skills was a part of Green House's program. The residents were involved in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged. Emancipation services were being provided to the age-appropriate resident.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Green House followed a monthly activity schedule developed by the staff and residents. The residents reported that they were allowed to participate in self-selected activities with the permission of their probation officers.

The children have the opportunity to watch television and read during their free time.

Transportation was provided to and from activities.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

Sample size for resident interviews: There were six residents placed in the agency at the time of the review. A review of case files was conducted for the three residents prescribed psychotropic medications.

Comments:

There were court authorizations for the residents receiving prescribed psychotropic medication. Documentation confirmed that the children were routinely seen by the psychiatrist for an evaluation of their medication.

Medication logs were properly maintained.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents were presented with the policies, rules and regulations when arriving in placement. The residents stated that staff treated them with respect and dignity and that the rules were fair. The residents expressed satisfaction with the facility and felt

safe in the home. The residents stated that there was a sufficient number of staff in the home when residents were present and rated the physical facility as "good."

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too difficult.

Phone calls and visits were permitted with sufficient privacy and the residents were able to have telephone contact with their probation officers and family. The residents stated that they had religious freedom, their health care needs were met, and that staff was culturally sensitive to each resident's background and ethnicity.

The resident on psychotropic medication was informed about her medication and both residents were aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Green House provides appropriate clothing, items of necessity, and allowances to the residents. Green House supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents were given the opportunity to select their own clothes. Clothing provided to the residents was of good quality and of sufficient quantity.

The residents were provided with a fair minimum weekly allowance which they were able to increase based on the agency's behavioral system.

Green House provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books

Recommendations

There are no recommendations for this section.

ROSEMARY CHILDREN'S SERVICES
Rosemary's Cottage
3244 East Green Street
Pasadena, CA 91107
626-795-7218
License No.: 191200578
Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Three

Comments:

Rosemary's Cottage, located in a residential neighborhood, is a large two-story Spanish style building. On the first floor were the administrative offices, kitchen, dining, living, and recreation rooms. The second floor housed the residents' bedrooms and bathrooms. The grounds were well maintained.

Overall, the facility was moderately maintained with bedrooms personalized by the residents. However, there were areas in need of improvement.

Carpeting throughout the cottage was in need of cleaning. In the living room, there were marks on the coffee table and in the dining room was a large crack in the floor tile. In bathrooms number one and two, the vanities around the sinks were worn and the tile floor by the shower in bathroom number one was warped.

In bedroom number one, the mini blinds were broken. In bedroom number three and seven, the walls were dirty, and in bedroom number three's bathroom, there was ink on the wall. In bedroom number five-A, the window was dirty and the walls and closet needed painting. In bedroom number six, the closet doors needed painting. The interior of the closet and the walls needed cleaning in bedroom number nine and, in bedroom number ten, there was writing on the closet walls and the closet doors were dirty.

There was age-appropriate playing equipment, including board games, video games, a TV, VCR, volleyball net, basketball hoop, a variety of books, and resource material.

There was a sufficient supply of foods including fresh fruit and vegetables. However, the foods were not appropriately dated or properly stored.

Recommendations

1. **Rosemary's Cottage management:**
 - a. **Clean the carpeting in the common areas and the residents' bedroom as needed.**
 - b. **Remove stains from the coffee table in the living room.**
 - c. **Repair/Replace the tile floor in the dining room and bathroom number one.**
 - d. **Repair the vanities in bathrooms number one and two.**
 - e. **Repair/Replace the mini blinds in bedroom number one.**
 - f. **Clean the walls and doors in the resident bedrooms as needed.**
 - g. **Clean the window in bedroom number five-A.**
 - h. **Paint the walls and closets in the resident bedrooms as needed.**
 - i. **Properly store foods.**

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Three

Comments:

The residents met Rosemary's Cottage's population criteria as outlined in their program statement and each received an initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, the residents were not participants in the development and updating of their NSPs.

The Quarterly Reports were current, comprehensive, timely, and focused on the goals in the NSPs.

The residents were receiving individual and group therapy.

Recommendations

2. **Rosemary's Cottage management include residents in the development and modification of their Needs and Services Plans.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Three

Comments:

The residents were enrolled in school and their files contained report cards and/or progress reports. There was a current Individualized Education Plan for the resident needing special education services. The residents reported that they were provided with weekly tutoring and that the staff was supportive of their academic progress.

Development of daily living skills was part of Rosemary's Cottage's program. The residents were involved in the planning and preparation phase of meals and hygiene care was discussed as needed.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Three

Comments:

Rosemary's Cottage followed a monthly activity schedule developed by the staff and residents. The residents reported that they were allowed to participate in self-selected activities with the permission of their probation officer and social workers.

The children have the opportunity to watch television and read during their free time.

Transportation was provided to and from activities.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

Sample size for resident interviews: There are nineteen residents placed in the agency at the time of the review. A review of case files was conducted for the ten residents prescribed psychotropic medications.

Comments:

There was not a current court authorization for one of the residents receiving psychotropic medication. Documentation confirmed that the children were routinely seen by the psychiatrist for a review of their medication.

Medication logs were properly maintained.

Recommendations

- 3. Rosemary's Cottage management reinforce to staff the requirement of having current court authorizations and monitor for compliance.**

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Three

Comments:

The residents were presented with the policies, rules and regulations when arriving in placement. The residents stated that staff treated them with respect and dignity and that the rules were fair. The residents expressed satisfaction with the facility and felt safe in the home. The residents stated that there was a sufficient number of staff in the home when the residents were present and rated the physical facility as "good."

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too difficult.

Phone calls and visits were permitted with sufficient privacy and the residents were able to have telephone contact with their probation officers, social workers and family.

The residents stated that they had religious freedom, their health care needs were being met, and that staff was culturally sensitive to each resident's background and ethnicity.

The residents were informed about their medication and their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Three

Comments:

Rosemary's Cottage provides appropriate clothing, items of necessity, and allowances to the residents. Rosemary's Cottage supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with a fair minimum weekly allowance which they are able to increase based on the agency's behavioral system.

Rosemary's Cottage provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

Recommendations

There are no recommendations for this section.